

On 11 Jul 2020, at 11:03 am, Macdonald, Nick <Nick.Macdonald@auspost.com.au> wrote:

Dear Justin

It has come to Australia Post's attention that 114 parcels (**the Parcels**) addressed to 114 apartments at 76 Canning Street, North Melbourne (**the Building**) are being withheld from addressees (**the Addressees**).

We understand that the Parcels were properly delivered by Australia Post on Thursday morning, in accordance with the arrangements in place under lock down restrictions. Specifically, the Parcels were delivered to the Command Post Foyer at the Building, after Australia Post staff received a clear assurance that the Parcels would then be promptly distributed by Command Post staff to the Addressees.

If it is correct that the Parcels have not been distributed as addressed, this is of very serious concern. The integrity of the mail is of paramount importance and it is a fundamental principle that mail should be delivered as addressed without delay or interference, subject to safety and other relevant protocols being adhered to. As far as we are aware, the City of Melbourne and the authorities operating at the Building have no legal authority or permission from residents at the Building to withhold their mail.

Accordingly, it is our view that the Parcels should be distributed to the Addressees within the Building without further delay. In the circumstances, we consider it is necessary for us to notify our customer of the delay. We will be doing so shortly.

Please confirm by 4pm today that the Parcels have been distributed to the Addressees. If we do not receive confirmation, we will consider what further steps are necessary to deal with this situation – including whether it is appropriate to notify the Police or other relevant authorities.

Kind regards

Nick

Nick Macdonal
d
General Counsel & Corporate Secretary
Australia Post

Level 19, 111 Bourke Street Melbourne VIC 3000

T s 47 E(c)

E Nick.Macdonald@auspost.com.au

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